HEALTH INFORMATION SYSTEM SURVEY

SEAPORT SURVEYS, INC. FOR ALLCARE HEALTH MANAGEMENT SYSTEM, INC.

HEALTH INFORMATION SYSTEM SURVEY

Organization: 4/6	GHMARKBC/BS	Date:	2/07/02	na sijikumma amishkuma kasa ikikikin kan kikina na awakan na apamanana mahama ka
Person Surveyed:	AUGUSTA KAIRIS	Title:	2/07/02 VP PROVIDER Pittsburgh,	RELATIONS DA
Phone Number:	412 544 7424		17 115 burg n,	<i>r 4</i>
we are attempting tions and referral r connect to provide	Hello. My name is <u>RoBek</u> to identify organizations that a requests. I have several ques rs and process authorizations is?) Wha	re the leaders stions regardin and referrals	in the electronic process g(Company Name) electronically. Are you t	ssing of authoriza- _'s capabilities to he right person to
ADDITIONAL CALL	S TO THIS ORGANIZATION (if required to id	entify appropriate perso	n)
Date:				
Person Surveyed:		Title:		
Phone Number:				
Date:				
Person Surveyed:		Title:		nicializati a analiza susti intervent interventi e manare in presente, enclose si inferiori di indicati in
Phone Number:	witerian in the holes the initial and the second			
Date:				
Person Surveyed:	material and the state of the s	Title:		A STATE OF THE PARTY OF THE PAR
Phone Number:			1	

CONTINUE WHEN RESPONDENT IS ON THE LINE...

AHM-HIGH 0202

Survey Form 3 (1/2002)

1. What lines of business is your group responsible for?

Mark All	
That Apply	
	HMO
	PPO
(Both HMO and PPO
	Indemnity
,	Other
·····	Don't know / Refused

First, I'd like to ask you several questions concerning requests for pre-authorization...

2. a. Does (Company Name) require providers or patients to request pre-authorization from your company before conducting certain procedures?

1	Mark One		1
		Yes Skin to 6	1
-		Skip to 6.	4
		Don't know / Refused	1

b. [If 2.a. is Yes] What percentage of total procedures would you estimate typically require preauthorization?

Mark One		
	Less than 10%	
<u></u>	10% - 19.99%	
	20% - 29.99%	
	30% - 39.99%	
L.	40% - 49.99%	
	50% - 59.99%	
<u>, , , , , , , , , , , , , , , , , , , </u>	60% - 69.99%	
January Marie Language Land Control Co	70% - 79.99%	
A STATE OF THE STA	80% - 89.99%	
inani ing mananananananananananananananananananan	90% - 99.99%	
	All procedures	
	Don't know / Refused	

3. a. Are Providers currently able to send requests for pre-authorization to you electronically?

			1
	Mark One		
		Yes	1
********	THE PROPERTY OF THE PROPERTY O	No Skip to 3.d.	1
		Don't know / Refused	

b. [If 3.a. is Yes] What percentage of total pre-authorization requests would you estimate are currently being sent electronically?

Mark One		
	Less than 10%	
	10% - 19.99%	
	20% - 29.99%	
	30% - 39.99%	
	40% - 49.99%	
The state of the s	50% - 59.99%	
Lunaren	60% - 69.99%	
	70% - 79.99%	
	80% - 89.99%	
	90% - 99.99%	
	All pre-authorizations	
	Don't know / Refused	

c. When did ____(Company Name) ___ first institute this electronic processing option?

Mark One		
Land House on the second second	Over 10 years ago (1991 or before)	
	10 years ago (During 1992)	
White the same of	9 years ago (During 1993)	
Disperimental Control	8 years ago (During 1994)	
المستعمدية.	7 years ago (During 1995)	
**************************************	6 years ago (During 1996)	
	5 years ago (During 1997)	
	4 years ago (During 1998)	
A STATE OF THE PARTY AND A STATE OF THE PARTY	3 years ago (During 1999)	
	2 years ago (During 2000)	
	Last year (During 2001)	
······································	Earlier this year (During 2002)	
	Don't know / Refused	

d. [If 3.a. is No] How does ______ company Name _____ presently handle pre-authorization requests?

Mark All That Apply		
31100 (001)	Mail	
	Telephone	
A STATE OF THE PARTY OF THE PAR	Fax	
A CONTRACTOR OF THE PARTY OF TH	Other	
testimus and the second	Don't know / Refused	

e. To the best of your knowledge, does _____ (Company Name) have any plans to institute an electronic processing option in the future?

	and the second s			
Mark One				
	Yes			
	Ν̈́υ			Skip to 6.
	Don't know / Refused	in processor and the second		in the state of th

Skip to 4.

f. [If 3.e. is Yes] When do you anticipate (Company Name) will begin to make this electronic processing option available?

and the second s		
Prior to the end of this year (2002)		
Next year (During 2003)		
Within 2 years (By 2004)		
Within 3 years (By 2005)		
Within 4 years (By 2006)		
At least 5 years (2007 or later)		
Don't know / Refused		
	Prior to the end of this year (2002) Next year (During 2003) Within 2 years (By 2004) Within 3 years (By 2005) Within 4 years (By 2006) At least 5 years (2007 or later) Don't know / Refused	Next year (During 2003) Within 2 years (By 2004) Within 3 years (By 2005) Within 4 years (By 2006) At least 5 years (2007 or later)

4. a. Is an acknowledgment returned to the authorizing Provider or Specialist?

Mark One		
السسسان	Yes	
	No Skip to 6.	ı
	Don't know / Refused	ļ

b. [If 4.a. is Yes] Are such acknowledgements sent via ... (INSERT - READ AND ROTATE)

Mark All That Apply		
	Standard Mail	
	Email	
V	Fax	~~~
	Electronic data transmission	
	Other	
	Don't know / Refused	

c. How quickly are such acknowledgements currently able to be returned using your system? If there is a range of response times, what would you estimate is the fastest time before a response is returned by your system, and what would you estimate is your system's slowest response time?

Mark One for each...

Fastest Mark One	Slowest Mark One	
		A minute or less (0 - 60 seconds)
		Within 5 minutes (1.01 - 5 minutes)
		Within 10 minutes (5.01 - 10 minutes)
		Within hour (10.01 - 30 minutes)
		Within 1 hour (30.01 - 60 minutes)
		Within 2 hours (1.01 - 2 hours)
		Within 3 hours (2.01 - 3 hours)
		Within 5 hours (3.01 - 5 hours)
		Within 8 hours (5.01 - 8 hours)
		Within 1 day (8,01 - 24 hours)
dente de minimi		Within 2 days (1.01 - 2 days)
		Within 3 days (2.01 - 3 days)
		More than 3 days (3.01 days or more)
		Don't know / Refused

d. By this time next year, how quickly to return such acknowledgements? I what would you estimate your system	f you still anticipate that	there will be a rar	ige of response times,
Mark One for each			

Fastest	Slowest	
Mark One	Mark One	
		A minute or less (0 - 60 seconds)
Variation 1		Within 5 minutes (1.01 - 5 minutes)
-		Within 10 minutes (5.01 - 10 minutes)
		Within hour (10.01 - 30 minutes)
		Within 1 hour (30.01 - 60 minutes)
***************************************		Within 2 hours (1.01 - 2 hours)
<u></u>		Within 3 hours (2.01 - 3 hours)
······································		Within 5 hours (3.01 - 5 hours)
	_	Within 8 hours (5.01 - 8 hours)
		Within 1 day (8.01 - 24 hours)
**************************************		Within 2 days (1.01 - 2 days)
		Within 3 days (2.01 - 3 days)
		More than 3 days (3.01 days or more)
		Don't know / Refused

e. I'd like to read you a list of factors that some information systems take into account in making a decision to approve or deny authorization. Which of these factors, if any, does (Company Name) 's system take into account in making such a decision? (READ FACTORS)

Mark All That Apply	
Parameter 1	Whether or not the patient is enrolled
V	Whether or not the patient is eligible
ALUCES AND	Items contained in the patient's medical history
	The diagnosis, diagnosis code or some other indication of patient symptoms entered by the provider
	Results from diagnostic tests
	Results from radiology
	Are there any other factors you can think that your system uses and that I haven't already listed? List below.
	Don't know / Refused

Other factors that are used in the authorization(from above, if any):	(Company Name)	system in deciding	j to approve or deny

of the user inte	oing to read you a list of attributes that some information systems may provide as pa erface, or alternatively offer as an option, to assist Providers in entering the correct posed treatment.	ri Ci
Which of these (READ FEATUR	attributes, if any, does <u>(Company Name)</u> 's system currently offer? RES)	
Mark All That Apply		
THE CAPPED	The system can assist the user to locate and enter the proper diagnosis or diagnosis code	
	The system can assist the user to locate and enter the proper treatment or	
	The system can display the most likely treatments or treatment codes	
	Corresponding to the diagnosis (or diagnosis code) selected by the user Once a proposed treatment is entered, the system can suggest various details such as length of stay, number of follow-up visits, etc. to help the user complete the tentative treatment proposal	
	The system can provide alerts and/or contra-indications based on the patient's medical history or prior treatment history	
	Are there any other attributes you can the of that your system offers to assist providers in entering the correct diagnosis or proposed treatment, but that we haven't already discussed? List below.	
Neprestituti izaranian anamana sana	None (No assistance is currently provided by the system either in entering a diagnosis into the system or in selecting an appropriate proposed treatment) Continue with 4.g.	
	Don't know / Refused	
Other attribut entering the c	es currently offered in the <u>(Company Name)</u> system to help assist providers orrect diagnosis or proposed treatment (from above, if any):	in
g. [Include on will incorporate	ly if 4.f. is None] To the best of your knowledge, how likely is it that <u>(Company Name)</u> any of these sorts of attributes into its system within the next 3 years?	
Mark One		
	Highly likely	
	Somewhat likely	
	Somewhat unlikely	
	Highly unlikely	
	Don't know / Refused	
h. Do acknowle	edgements that are returned by the(Company Name) system contain:	
Approval/de	enial information?	
Mark One		
L.	Yes	
	No	
	Don't know / Refused	

...What about authorization codes?

-	Mark One		Į
	Summer 1	Yes	ļ
		No	l
		Don't know / Refused	

- i. Is such authorization ever withheld pending:
 - ... Utilization review?

Mark One	
	Yes
	No
	Don't know / Refused / Not Asked

... Second opinion?

Mark One	
	Yes
	No .
	Don't know / Refused / Not Asked

j. In the aggregate, approximately what percentage of the time would you estimate that such utilization review or second opinion results in a change in the Provider's treatment proposal?

Mark One	
	Never (0%)
	Less than 1% of the time
	1% to 2% of the time
	3% to 4% of the time
	5% to 6% of the time
	7% to 10% of the time
	11% to 15% of the time
	16% to 20% of the time
	21% to 30% of the time
	41% to 40% of the time
	51% to 60% of the time
	61% to 70% of the time
	More than 70% of the time
	Don't know / Refused

5. a. Are either the authorized Provider or the Specialist able to query the status of a pre-authorization request electronically through a computer terminal using your system?

<u></u>	
Mark One	
J.	Yes
	No
	Don't know / Refused

b. What about through an automated voice response unit?

	Mark One		
I		Yes	
		No	ĺ
1		Don't know / Refused	

Next, I'd like to talk with you for a few minutes about referrals...

6. a. Does (Company Name) require specialists to receive an authorization from a primary care provider or gatekeeper before providing certain types of services?

1	Mark One	200 000 000 000 000 000 000 000 000 000	
ĺ	1,,,,,,,	Yes	
ji waine		-140> > -	If 2.a. was No, Skip to 12. However,
		Don't know / Refused	If both 2.a. and 3.a. were Yes, Skip to 10.

b. [If 6.a. is Yes] What percentage of total referrals would you estimate typically require such permission?

Mark One	
	Less than 10%
	10% - 19.99%
	20% - 29.99%
سسما	30% - 39.99%
	40% - 49.99%
	50% - 59.99%
	60% - 69.99%
	70% - 79.99%
	80% - 89.99%
	90% - 99.99%
	All referrals
	Don't know / Refused

7. a. Are Providers currently able to send referral requests to you electronically?

Mark One	
1	Yes
	No Skip to 7.d.
	Don't know / Refused

HILL APP--020

b. [If 7.a. is Yes] What percentage of total referral requests would you estimate are currently being sent electronically?

Mark One	
	Less than 10%
	10% - 19.99%
	20% - 29.99%
	30% - 39.99%
	40% - 49.99%
	50% - 59.99%
	60% - 69.99%
7.7.7.7.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4	70% - 79.99%
horizona (80% - 89.99%
	90% - 99.99%
	All referral requests
	Don't know / Refused

c. When did (Company Name) first institute this electronic processing option?

Mark One	
	Over 10 years ago (1991 or before)
	10 years ago (During 1992)
	9 years ago (During 1993)
	8 years ago (During 1994)
	7 years ago (During 1995)
	6 years ago (During 1996)
	5 years ago (During 1997)
	4 years ago (During 1998)
	3 years ago (During 1999)
	2 years ago (During 2000)
	Last year (During 2001)
	Earlier this year (During 2002)
	Don't know / Refused

Skip to 8.

d. [If 7.a. is No] How are referral requests communicated to (Company Name) at the current time?

Mark All That Apply		
	Mail	
	Telephone	
	Fax	
	Other	
	Don't know / Refused	

e. To the best of your knowledge, does <u>(Company Name)</u> have any plans to institute an electronic processing option in the future?

					je"
	Mark One				
		Yes		7	
pirane (mark	***************************************	¥0 >			If 2.a. was No, Skip to 12. However,
		Don't know /	Refused /	-	If both 2.a. and 3.a. were Yes, Skip to 10.
•			<u> </u>		

f. [If 7.e. is Yes] When do you anticipate (Company Name) will begin to make this electronic processing option available?

Mark One
Prior to the end of this year (2002)
Next year (During 2003)
Within 2 years (By 2004)
Within 3 years (By 2005)
Within 4 years (By 2006)
At least 5 years (2007 or later)
Don't know / Refused

Skip to 10.

8. a. Is a written acknowledgment returned to the Provider or Specialist who made the referral request?

Ì	Mark One		
		Yes	l
		No Skip to 10.	
		Don't know / Refused	

b. [If 8.a. is Yes] Are such acknowledgements sent via ... (INSERT - READ AND ROTATE)

Mark All That Apply	
· · · · · · · · · · · · · · · · · · ·	Standard Mail
1	Email
1	Fax
V	Electronic data transmission
	Other
	Don't know / Refused

c. How quickly are such acknowledgements currently able to be returned using your system? If there is a range of response times, what would you estimate is the fastest time before a response is returned by your system, and what would you estimate is your system's slowest response time?

Mark One for each...

Fastest	Slowest	
Mark One	Mark One	
		A minute or less (0 - 60 seconds)
		Within 5 minutes (1.01 - 5 minutes)
		Within 10 minutes (5.01 - 10 minutes)
		Within hour (10.01 - 30 minutes)
***************************************		Within 1 hour (30.01 - 60 minutes)
		Within 2 hours (1.01 - 2 hours)
		Within 3 hours (2.01 - 3 hours)
		Within 5 hours (3.01 - 5 hours)
	<i>y</i>	Within 8 hours (5.01 - 8 hours)
_		Within 1 day (8.01 - 24 hours)
		Within 2 days (1.01 - 2 days)
		Within 3 days (2.01 - 3 days)
		More than 3 days (3.01 days or more)
		Don't know / Refused

d. By this time next year, how quickly do you anticipate that (Company Name) 's system will be able to return such acknowledgements? If you still anticipate that there will be a range of response times, what would you estimate your system's fastest and slowest response times will be this time next year?

Mark One for each...

Fastest Mark One	Slowest Mark One	
		A minute or less (0 - 60 seconds)
· ·		Within 5 minutes (1.01 - 5 minutes)
		Within 10 minutes (5.01 - 10 minutes)
		Within hour (10.01 - 30 minutes)
		Within 1 hour (30.01 - 60 minutes)
		Within 2 hours (1.01 - 2 hours)
***************************************	\$	Within 3 hours (2.01 - 3 hours)
The state of the s		Within 5 hours (3.01 - 5 hours)
**************************************		Within 8 hours (5.01 - 8 hours)
ny fisity y mpiny iganty inity and irrecent decreases a construct of the second second second second second se	CAN DATE OF THE PARTY OF THE PA	Within 1 day (8.01 - 24 hours)
estimation and the second		Within 2 days (1.01 - 2 days)
<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>		Within 3 days (2.01 - 3 days)
		More than 3 days (3.01 days or more)
		Don't know / Refused

e. I'd like to read you a list of factors that some information systems take into account in making a decision to approve or deny referral requests. Which of these factors, if any, does ___(Company, Name)___'s system take into account in making such a decision? (READ FACTORS)

Mark All That Apply	
	Whether or not the patient is enrolled
	Whether or not the patient is eligible
	Items contained in the patient's medical history
~	The diagnosis, diagnosis code or some other indication of patient symptoms entered by the provider
	Results from diagnostic tests
	Results from radiology
	Are there any other factors you can think that your system uses and that I
	haven't already listed? List below.
	Don't know / Refused

Other factors that are use referral requests (from above	ny Name) syste	em in deciding	g to approve	or deny
<u> </u>			المستعد مستوقع وفيات بالسيدية برجي يرسين	i
4				
-	 			

of the user inter	oing to read you a list of attributes that some information systems may provide as pa face, or alternatively offer as an option, to assist Providers in making referral requests.
Which of these (READ FEATU	attributes, if any, does <u>(Company Name)</u> 's system currently offer? ₹ES)
Mark All That Apply	
	The system can assist the user to locate and enter the proper diagnosis or diagnosis code
	The system can assist the user to locate and enter the name of a specialist and/or proper treatment or treatment code
	The system can display the most likely treatments or treatment codes corresponding to the diagnosis (or diagnosis code) selected by the user
/	Once a proposed referral is entered, the system can suggest various details such as facility location, number of follow-up visits, etc to help the user complete the referral request
	The system can provide alerts and/or contra-indications based on the patient's medical or prior treatment history
	Are there any other attributes you can think of that your system offers to assist providers in entering the correct diagnosis, proposed treatment or details of the proposed referral, but that we haven't already discussed? None (No assistance is currently provided by the system either in entering
	a diagnosis, proposed specialist or in selecting the appropriate proposed treatment) Continue with 8.g.
	Don't know / Refused
entering the c	es currently offered in the <u>(Company Name)</u> system to help assist providers i
	orrect diagnosis, proposed treatment or referral details (from above, if any):
will incorporate	
g. [Include on will incorporate Mark One	orrect diagnosis, proposed treatment or referral details (from above, if any): V If 8.f. is None] To the best of your knowledge, how likely is it that
will incorporate	orrect diagnosis, proposed treatment or referral details (from above, if any): v if 8.f. is None To the best of your knowledge, how likely is it that
will incorporate	by if 8.f. is None] To the best of your knowledge, how likely is it that(Company Name) any of these sorts of attributess into its system within the next 3 years? Highly likely Somewhat likely
will incorporate	by if 8.f. is None] To the best of your knowledge, how likely is it that
will incorporate	by if 8.f. is None] To the best of your knowledge, how likely is it that
will incorporate	by if 8.f. is None] To the best of your knowledge, how likely is it that any of these sorts of attributess into its system within the next 3 years? Highly likely Somewhat likely Somewhat unlikely
will incorporate Mark One	by if 8.f. is None] To the best of your knowledge, how likely is it that
Mark One Mark One h. Do acknowle	by if 8.f. is Nonej To the best of your knowledge, how likely is it that
h. Do acknowle	by if 8.f. is None] To the best of your knowledge, how likely is it that
Mark One Mark One h. Do acknowle	by if 8.f. is None] To the best of your knowledge, how likely is it that
h. Do acknowle	w if 8.f. is None] To the best of your knowledge, how likely is it that

... What about authorization codes?

Mark One	
	Yes
	No
	Don't know / Refused

- i. Is such acknowledgement ever withheld pending:
 - ... Utilization review?

Mark One	
l w	Yes
	No
	Don't know / Refused / Not Asked

... Second opinion?

ſ	Mark One	
	· /	Yes
I		No
ſ		Don't know / Refused / Not Asked

j. In the aggregate, approximately what percentage of the time would you estimate that such utilization review or second opinion results in a change in the proposed referral?

Mark One	
	Never (0%)
	Less than 1% of the time
	1% to 2% of the time
	3% to 4% of the time
	5% to 6% of the time
	7% to 10% of the time
	11% to 15% of the time
	16% to 20% of the time
	21% to 30% of the time
	41% to 40% of the time
	51% to 60% of the time
	61% to 70% of the time
	More than 70% of the time
·	Don't know / Refused

9. a. Are either the authorized Provider or the Specialist able to query the status of a referral request electronically through a computer terminal using your system?

Mark One	
	Yes
	No
	Don't know / Refused

b. What about through an automated voice response unit?

	Mark One	
	3/	Yes
ľ		No
ſ	3 1000-1111-21111	Don't know / Refused

I appreciate your time, and only have a couple of additional questions, and then we're finished...

10. a. Did (Company Name) develop any of the software used for electronic processing of referrals and/or pre-authorizations that we just discussed?

:	Mark One	
		Yes
******************		No Skip to 10c.
		Don't know / Refused

b. [If 10.a. is Yes] What percentage of the total system would you estimate was developed internally?

	Less than 10%	
	10% - 19.99%	
	20% - 29.99%	
	30% - 39.99%	
	40% - 49.99%	
	50% - 59.99%	
	60% - 69,99%	/
	70% - 79.99%	
	80% - 89.99%	
	90% - 99.99%	
	1-100%	Skip to 11
, in ang di mga ta di malanda ta ta ta di malanda ta ta ta di	Don't know / Refused	

c. [If 10.b. is less than 100%] Which vendor or vendors are you aware provided components of your system that __(Company Name) ____ did not develop internally? (INDICATE AS MANY AS APPLY / NAMES SHOWN BELOW ARE EXAMPLES ONLY)

Mark All	Estimated		
That Apply	% by Each		
		Amisys	
·····		Healtheon (or WebMD, Envoy, Medical Mana	iger or Care Insite)
		Medic	
		Perot Systems	
•		Trizetto (or Erisco)	·
L	100	Other vendore) not listed above	List below.
State of the state		Don't know / Refused	

Other vendors who provided components of the system (from above, if any):

	, , , , , , , , , , , , , , , , , , ,
NAVI-MADIX	
NAVI-IMELA	·
	1
<u> </u>	1

11. a. Do you have any upgrade plans for your system over the next... (INSERT - READ AND ROTATE)

Mark One	
	0 - 6 Months
	6 - 12 Months
	12 - 24 Months
	24 - 36 Months
	No upgrade plans within the next 36 months
***************************************	Don't know / Refused

b. What are the primary components of your system that you will be upgrading? (INDICATE AS MANY AS APPLY / AREAS LISTED BELOW ARE EXAMPLES ONLY)

Mark All That Apply		
	HIPAA compliance	
	Pre-authorization system	
***************************************	Referral system	100
	Web initiatives	
	Other upgrade not listed above	List below.
	Don't know / Refused	· · · · · · · · · · · · · · · · · · ·

Other components of the system planned to be upgraded (from above, if any):

					The state of the second second

- 12. Do you use regional or national clearinghouses to process:
 - a. ...Referrals?

Mark One	
	Yes
أسسسا	No
	Don't know / Refused

b. ... Prior Authorizations?

Mark One	
	Yes
- I	No
	Don't know / Refused

c....Claims?

	Mark One		
	L.	Yes	
·		No Skip to 13.	
		Don't know / Refused	

d. [If any of 12.a., 12.b. and/or 12.c. is Yes] What clearinghouse (or houses) are you using? (INDICATE AS MANY AS APPLY / NAMES SHOWN BELOW ARE EXAMPLES ONLY)

Mark All	Estimated		
That Apply	% by Each	· Andrews Andrews Andrews Control of the Control of	
		AMD	
		DK	
\$	100%	Envoy	
		Medic	
		NDC	
		Needham	
		Multiple (unspecified) firms	
		Otherfirm(s) And listed above	List below.
		Don't know / Refused	

Other clearinghouses (from al	bove, if any):	
		V-01/15/11/11/11/11/11/11/11/11/11/11/11/11

13. a. In processing claims where a referral or pre-authorization was required, is payment prevented by your system if such referral and/or pre-authorization has not been made?

Mark One	
· ·	Yes
	No
	Don't know / Refused

b. Based upon the diagnosis or proposed treatment, in certain cases, does the <u>(Company Name)</u> system automatically approve related ancillary services such as laboratory tests, diagnostic radiology or therapeutic drugs?

Mark One	
January .	Yes
Victoria Vide Military I Maria	No
	Don't know / Refused

c. Based upon the diagnosis, treatment or medical history, in certain cases, does your system identify likely participants for disease management programs and/or recommend possible preventative health or wellness routines for any chronic medical conditions?

	Mark One		-
		Yes	
<u> </u>	en i en in de la companya de la comp	Don't know / Refused	

d. [If 13.c. is Yes] For which of the following medical conditions does your system provide this information to the User? (INSERT – READ AND ROTATE / INDICATE AS MANY AS APPLY)

Depression Diabetes Elevated cholesterol or excessive weight Gastrointestinal reflux disease (GERD) High blood pressure or heart disease	
Elevated cholesterol or excessive weight Gastrointestinal reflux disease (GERD)	
Gastrointestinal reflux disease (GERD)	
High blood pressure or heart disease	
	, 112(1 - 111)
✓ Hypertension	
Other condition(s) not fisted above List	below
Don't know / Refused	

	Other conditions (from above, if any):					
-						

14. a. Do you have any printed, publicly available materials that describe your electronic pre-authorization or referral system capabilities (and/or plans), or is it described on a Web site?

	Mark One]
	naga watani sapi me sa mangi kama	Yes	
**********		No Skip to 14.c.	l.
ĺ		Don't know / Refused	ı

b. [If 14.a. is Yes] Can you send us any printed information about	it? Or do you happen to know the
Web site address where the information is located?	

List the information they will be sending (if any):

Or indicate the relevant Web site address (if any):

http://www. NAVI MADIX . COM

c. [If 14.a. is No] What is the general Web site address for (Company Name) ?

http://www. 14164MARIC BCBS, COM

That completes all of my questions. Thank you for your time...